

# Administrative Assistant – Corporate Services (18-Month Temporary Position)

You're the calm, steady, organized person who keeps the Municipal Center running—welcoming residents at the counter, handling payments accurately, and making sure records and requests don't get stuck in the shuffle. As the **Administrative Assistant – Corporate Services**, you'll be a key support to the Corporate Services team and a primary point of contact for the public.

#### What you'll do

- Provide front-line customer service in person, by phone, and by email.
- Process payments for municipal services (fees, fines, taxes, permits, etc.) and balance cashiering activities accurately.
- Support Accounts Receivable: process invoices, follow up on outstanding accounts, issue statements, and assist with monthly reconciliation.
- Maintain and retrieve records using the Town's file plan and retention schedule; support record destruction and Access to Information (ATI) requests.
- Handle daily office administration: data entry in financial software, mail/couriers, supplies, and back-up support across Corporate Services.
- Act as a Commissioner for Oaths for the municipality (and support office safety expectations as required).

#### You'll do well here if most of these sound like you:

- You've worked in a customer-facing office role, handling payments and providing clear, helpful support—especially when people are stressed or frustrated.
- You're comfortable with administrative details: data entry, document handling, follow-ups, and tracking tasks to completion.
- You have introductory accounting knowledge and can learn (or have experience with) municipal financial systems.
- You're organized, accurate, and can manage multiple tasks while protecting confidentiality.
- Municipal experience, records management, and accounting exposure are assets—but not required.

#### To step into this role, you'll need:

- Diploma in Office Administration (or Grade 12/equivalent with strong related experience).
- Intermediate First Aid & CPR/AED Level C (BL) (CSA Std. Z1210-17), or willingness to obtain.
- Strong computer skills, ideally with Diamond Municipal Software (asset) and Microsoft Office.
- Excellent communication, time management, and attention to detail.

A detailed job description can be found on the Town of Olds website at Town of Olds Careers

#### **Position Details:**

- Term: 18 months (temporary position)
- Anticipated Start Date: February 12, 2026
- Wage Range: \$32.27 \$36.51 per hour, based on a 37.5-hour work week
- Benefits: Eligible for health benefits; not eligible for participation in the Local Authorities Pension Plan (LAPP)

Interested parties are invited to send a cover letter and resume outlining their qualifications by January 16, 2026, at 8:30 am to:

Human Resources Town of Olds 3501 70 Ave Olds AB T4H 1L7 E-mail: hr@olds.ca

The Town of Olds thanks all applicants, but only candidates selected for an interview will be contacted.



## TOWN OF OLDS JOB DESCRIPTION

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**DIVISION: Corporate Services** 

JOB REPORTS TO: Manager of Finance

**FUNCTION/PURPOSE:** Primary contact with the public and undertakes and is responsible for providing administrative support to the Corporate Services division. This includes receptionist services; records management, accounts receivable, data entry; processing incoming/outgoing mail; cashier services; and performing other general office duties as assigned.

#	KEY RESPONSIBILITIES	(% time)
1.	<ul> <li>Customer Service</li> <li>Receive payments from individuals, businesses, and other entities for various services, fees, fines, taxes, permits, licenses, and other municipal charges.</li> <li>Verify the accuracy and completeness of received payments.</li> <li>Assist the public in person, over the phone, or through email regarding payment-related inquiries.</li> <li>Respond to customer inquiries, maintain good customer relations, and solve problems.</li> </ul>	50%
2.	<ul> <li>Administration</li> <li>Performs administrative support for the Corporate Services Department.</li> <li>Data input into financial software system.</li> <li>Maintains and processes animal licenses, including yearly renewals and past due notices.</li> <li>Orders and organizes general office supplies.</li> <li>Handling the shipping, receiving and distribution of mail, courier packages and faxes.</li> <li>Acts as a Commissioner for Oaths for the municipality.</li> <li>Provides back up to other Corporate Services functions.</li> </ul>	15%
3.	<ul> <li>Records Management</li> <li>General filing and maintenance of the Town's record management system.</li> <li>Coordinate the use and adherence of the Town Master File Plan and Records Retention Schedule</li> <li>Responsible for coordinating the destruction of records following the Records Retention Schedule.</li> <li>Find and retrieve records in response to Access to Information (ATI) requests</li> </ul>	15%
4.	Accounts Receivable     Processes all account receivable invoices.     Performs follow-up procedures for outstanding invoices, including monthly statements.     Reconciles Accounts Receivable sub-ledgers monthly.	15%
5.	<ul> <li>Health &amp; Safety</li> <li>It is the responsibility of the Town of Olds employees to take care to ensure their own safety and the safety of others, to know and follow all safety and health instructions, rules, regulations, and safe work procedures and to report any unsafe or substandard condition or act as soon as possible to the employer.</li> <li>Recommendations:</li> </ul>	5%



• Act as Fire Marshal for Olds Municipal Center

## **QUALIFICATIONS, KNOWLEDGE, SKILL & ABILITY REQUIREMENTS:**

## Education:

- Diploma in Office Administration
- Grade 12 or equivalent
- Intermediate First Aid & CPR/AED Level C (BL) CSA Std. Z1210-17.

**Experience:** Relevant and related customer service experience, previous accounting, records management and/or municipal experience would be an asset.

#### Competencies:

- Proficient computer skills and training in computer applications, preferably Diamond Municipal Software, and Microsoft Office Suite.
- Strong organizational and time management skills.
- Manage multiple tasks simultaneously.
- Ability to promote and practice building and maintaining positive relationships with interest customers, groups, and the public.
- Excellent customer service including verbal and written communication skills.
- Ability to work as part of a team.
- Introductory accounting knowledge.
- Ability to deal with a diverse group of customers and staff.
- The ability to meet tight deadlines.
- Attention to detail and to maintain a high degree of accuracy.
- Maintains confidentiality.

DIRECTLY REPORTING TO THIS JOB ARE: none	<b>NOC Code 2021:</b> 13110	OaSIS 2023: 13110.00
WORKING CONDITIONS:		

• Exposure to public and media criticism

## Identified job hazards:

 Dealing with angry people, working alone, repetitive strain (computer), extensive time on the telephone, chemical exposure (copier toner, etc.), long periods of sitting, heavy lifting. Hazards as outlined on the Hazard Identification & Assessment Worksheet in the Olds Municipal Center COR Element & Documentation binder.

Wage Grid: Admin/Acct 1 Incumbent Signature:	Supervisor Signature:
Date:	Date: